

Implementing

Making Safeguarding Personal (MSP) Outcomes Framework

Embedding Framework in your Organisation

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Recap- The Making Safeguarding Personal Outcome Framework (MSPOF) Story

- The 2016/17 information MSP Temperature Check resulted in several recommendations, including the development of an outcomes framework
- During the 2018/19 period a project establishing a national pilot collection was undertaken by LGA CHIP working with a number of participating LAs and Safeguarding Adult Boards (SABs)
- Workshops to support implementation

2018/19 Pilot Collection Aims and Objectives

The purpose of the framework is to provide a means of promoting and measuring practice that supports an outcomes focus and person led approach to safeguarding

- In 2018/19 a pilot was undertaken testing the implementation of a national MSP data collection and reporting framework that will provide timely information to health and care practitioners and SABs to:
 - Improve outcomes for adults with care and support needs
 - Indicate areas for improvement
 - Enable a robust mechanism for benchmarking and comparing results across LAs in a consistent and standardised way
 - Share good practice from local areas
- Use LG Inform develop useful output reports that support councils and SABs to make good use of the quarterly data both for monitoring their own progress and for benchmarking with other councils.

Phase 2- Deliverables



EXPAND

Promote adoption of the framework. This will improve coverage in reporting best practice by encouraging councils to participate in the collection and submission of data



REPORT

Produce tailored outputs which promote participation in the MSP outcomes framework and demonstrate the value it can bring through sharing best practice



ACCESS

Improving access to the existing learning and evidence outputs enabling best practice to be shared and other useful materials signposted.



COMMUNICATE

Engage with stakeholders through national and regional events and networks to promote the benefits of participation in the MSPOF



IDENTIFY

Identify and understand the barriers to adoption and explore and share solutions.



LINK

Develop links with IT system suppliers to understand and promote the role they can play in encouraging the MSPOF.



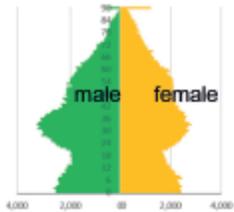
SUPPORT

Encourage and support participating Councils.

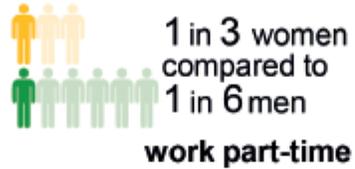
Brent Adult Social Care.

Who we are

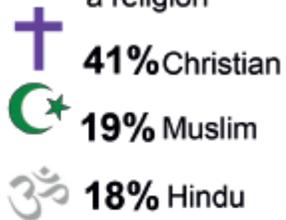
36 is the average age of the population



Sex
62% of the 85+ population is female



Religion or belief
82% of residents have a religion



Brent



Disability
14% of residents have a disability

1 in 20 residents compared to

1 in 2 disabled residents do not access the internet



Gender reassignment

0.007%

of the UK population has a gender reassignment certificate.

This equates to

18

people in Brent

Race

65% of the population is BAME background

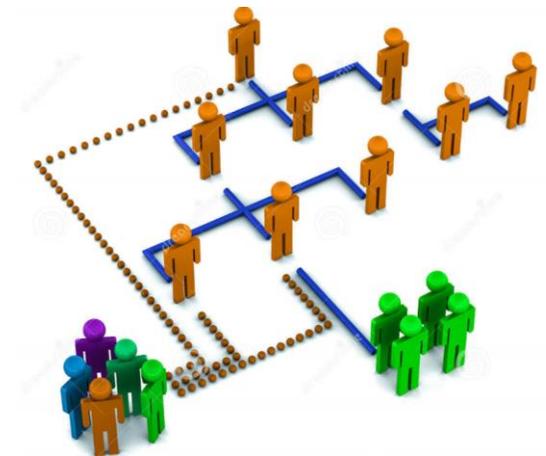


Do not speak English as a main language

Our Structure and Way of Working

- Central Safeguarding Adults and DoLS Team
- Staff from this team also manage duty. Weekly rota
- Partnership with other teams where actively known
- Practice clusters with Safeguarding Adults Manager, Enquiry Officer and Safeguarding Liaison Officer
- Knowledgeable, passionate staff but...
- Agreed we needed to find a way to make the culture, practice, systems, and leadership support this.

And this is how we did it.....



Managing Change

- Knowing who you need to influence and why.
SAB, Councillors, Snr Managers, *the staff*
- Creating the change *with* the team.
Away Day in 2019 for learning, reflection and idea exchange
Leads within the team on MSP Outcomes Framework
- Understand the evidence base and best practice in other areas.
- Get on and try. Learn from mistakes.
Then try again!

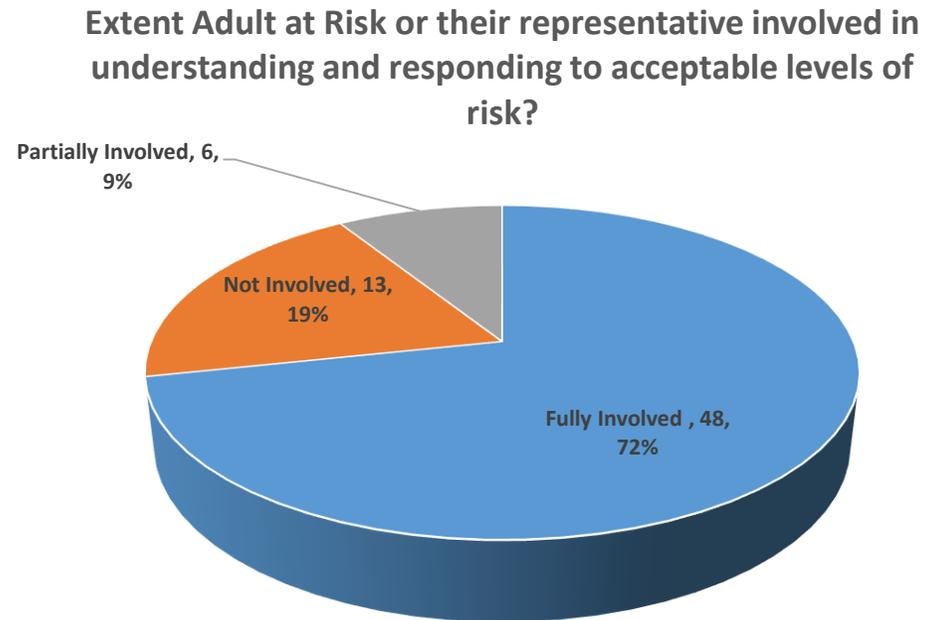


Our activities

- ✓ Changed our recording system to build in the questions
- ✓ Agreed qualitative research every two years by Performance, Insight and Improvement Team
- ✓ Commissioned additional training course for staff
- ✓ Reflective practice on cases
- ✓ Audit comparison with what data tells us.
Do they match?



Example of one data point (Q3 in MSPOF)



Helpful to have opportunity to audit and reflection on cases – particularly those where the person noted they were partially involved or not involved.

What could we do differently next time? Use this to shift practice.

Challenges & Opportunities

> Quantitative

- Senior Management buy in
- Alignment between established locally asked questions and the MSPOF
- Waiting to understand what future central reporting requirements are for MSP.
- Change Freezes to systems during Supplier migration

Qualitative

- Obtaining outcomes and experience information from the person
- Understanding appropriate sampling methodology.
- Having confidence to use the framework both qualitative and quantitative in conjunction with audit measures to help inform practice locally.

Group Discussion

- What will enable the implementation of the framework in your local area?
- How can we work towards a pan-London approach?

Further Questions?